

Ivetsey Bank Hospital School Complaints Policy

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Next review date: September 2026

Contents

Aims.....	2
Complaints Process	2
Formal Complaints to the Governing Body	3
Monitoring and Review Procedures.....	4
Links with other policies.....	4
Appendix 1 Flowchart detailing the order of dealing with a complaint.	5

Aims

- To be fair, open and honest when dealing with any complaint.
- To resolve a complaint whenever possible through dialogue and mutual understanding.
- To deal with concerns / complaints in a timely and thorough manner.

Complaints Process

All concerns / complaints should be raised with the school as soon as possible with the head teacher. If you have a complaint about the head teacher, you should contact the Chair of Governors. You should provide full details of the nature of complaint. The Chair will endeavour to resolve the issue through dialogue with the school but if you are not happy with the outcome you can make a formal complaint as outlined below.

Chair of Governors

Ivetsey Bank Hospital School,
Ivetsey Bank,
Wheaton Aston,
Stafford, ST19 9QT

Stage 1.

Ideally complaints should if possible be considered, initially, on an informal basis. If possible, dealt with in an informal way depending on the type of complaint and its complexity. Any complaint should be documented at every stage along with its outcome and response, as it may be important at a later date.

Complaints made in writing or verbally are to be acknowledged in writing as soon as possible by the head teacher, but no later than seven working days. A copy of this procedure should be included in any acknowledgement. This can take the form of a hard copy if the complaint is being acknowledged in writing, or an electronic copy if acknowledging by email.

Complaints should be addressed and answered within fourteen working days. If this is not possible because of staff absence, illness etc, the complainant must be informed within the fourteen-day period as to when the complaint will be answered. If for any reason the complaint has not been addressed within twenty-one days, the complainant should receive regular updates as to why their complaint is outstanding.

Once the complaint has been answered by the headteacher, the complainant has time to consider the answer. If the complainant is not happy with the answer or solution, they can ask the School Management Team to consider the matter and offer their thoughts to the complaint. They will either uphold the initial decision or offer an alternative decision. This process should take no more than fourteen days.

Stage 2

If this is not satisfactory the complainant can ask and expect to have their complaint go before a panel of at least three people not involved in the initial complaint and have it considered. One of these should not be part of the Education team, particularly at management or school organisation level. This procedure may take up to twenty-one working days as it may take this time to assemble a suitable and independent panel to hear and deliberate on the complaint. A parent or students/carers will have the opportunity to attend the panel hearing. They can also be accompanied by a friend or any one they feel able to support them with this process, if they so wish.

The panel will consider the complaint and will send a copy of their findings and recommendations to the complainant, proprietor, Head Teacher and where relevant the person/s complained about. This process should take no longer than seven working days, from the panel reaching its findings.

Each stage of this process will be documented, and a written record made, kept confidential and made available for scrutiny at Ofsted inspections and will be made available to the Registration Authority on request, whether they are resolved following a formal procedure or proceed to a panel hearing and action taken by the school as a result of those complaints (regardless of whether they are upheld). These documents will be kept securely in a locked drawer in the Headteacher's office.

Further Action - Stage 3

If the complainant has not received a satisfactory answer/solution to their complaint at this stage, they have recourse to the child's own LA and medical team to help them see their complaint, through to a satisfactory conclusion. However, we believe complaints will be satisfied long before this may be necessary.

Formal Complaints to the Governing Body

The governors will ensure that the earlier stages of the complaint procedure have been exhausted.

The panel will consider the complaint and decide on a course of action and inform the complainant and head teacher in writing.

This may be to the effect that:

- There is insufficient evidence to reach a conclusion so the complaint cannot be upheld.
- The complaint is not substantiated by the evidence.
- The complaint is substantiated in part or full.

The matter will have been fully investigated and that appropriate procedures are being followed, which are strictly confidential under the Data Protection Act.

Monitoring and Review Procedures

The governors monitor the complaints procedure to ensure that all complaints are handled properly. The head teacher logs all complaints received and records how and at what stage they were resolved.

This policy will be reviewed by the head teacher, at every review, the policy will be shared with the governing board to ratify.

Links with other policies

This policy links with our policies on:

- Staff disciplinary procedures.
- Staff grievance procedures.
- Safeguarding.

Active Care Group Central Policies:

- ACG Complaints policy.

Appendix 1 Flowchart detailing the order of dealing with a complaint.

